



U.S. Bank
Fleet Card Program
Agency / Organization Program Coordinator Guide

PANE



Welcome

Welcome to the U.S. Bank Fleet Card Program for the Federal Government.

U.S. Bank provides your Agency/Organization a valuable tool for managing the operating expenses of fleet vehicles. The U.S. Bank Fleet Card is widely accepted at gas stations, repair shops, truck stops and maintenance locations throughout the Continental United States, Hawaii and Alaska. The cards that you will issue either to your vehicles, to your drivers, or to individual organizational entities have the latest in authorization controls to ensure the proper use and effective reporting of point-of-sale information. The account management support provided by U.S. Bank, combined with the features, customer service, and electronic access systems associated with the U.S. Bank Fleet Card Program, provide a product that maximizes the efficiency and overall potential of the Government Card Program.

As the Agency/Organization Program Coordinator (A/OPC), you play a key role in the successful management and execution of the Fleet Program. You will find this manual helpful as:

- A resource for training vehicle operators/managers in the proper use of the U.S. Bank Fleet Card
- Documentation of the procedures/processes necessary for the proper functioning of a Fleet program
- A desk reference for resolving problems and issues as they arise.

VOYAGER FLEET SYSTEM ELECTRONIC ACCESS FOR ACCOUNT MANAGEMENT AND REPORTING

The A/OPC is provided with three automated tools designed to efficiently and effectively conduct the day-to-day activities inherent in the operation of the Voyager Fleet Card Program.

Voyager Account Management System is an on-line, real-time connection to the Voyager system that allows the A/OPC to conduct all day-to-day program management functions. The A/OPC can request new cards, cancel lost cards, update addresses, change authorization limits, and add/change/delete vehicle and driver information as needed.

FleetCommander is a Windows-compatible PC program that allows you to import Voyager data and view that data in all of the standard Voyager reports. It also provides query and graphics capabilities. The advantage of this program is that it is not limited to viewing a specific time frame. Users can choose any time frame and combination of organizations, drivers, or vehicles, literally customizing with the click of the mouse. Users can also examine purchasing patterns and prices, displaying these comparisons graphically.

C.A.R.E. Not all electronic access functions, as defined by the master contract, are supported by the Voyager online access and reporting system. While this system provides account set-up, maintenance and reporting capabilities that are generally sufficient to properly manage a stand-alone fleet card program, the system is not capable of supporting an integrated solution, nor is it capable of processing expense re-allocation for a stand-alone or integrated solution. If you require either integrated or cost re-allocation functionality, please contact U.S. Bank. These functions can be

The role you, as the A/OPC, play in the your Agency/Organization Fleet Card Program is extremely important. You will find this manual helpful in fulfilling your responsibilities. Your satisfaction with this



program is important to **U.S. Bank** and **Voyager**; if you have any questions please contact your **U.S. Bank** Relationship Manager or **Voyager** Client Services at **888-785-1735**.



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- Driver / Card User 24-hour Assistance 1-888-785-1735
- Merchant Authorization 24-hour Assistance 1-800-987-6589
- U.S. Bank Relationship Manager 1-800-771-4975
Fax 1-202-261-0800
- A/OPC Voyager Assistance 1-888-785-1735
Fax 1-800-987-6592
- Electronic Access Help Desk
Voyager Account Management System 1-800-733-2236
FleetCommander 1-800-733-2236
- Voyager Security Officer 1-888-785-1735

General Overview

How to Use This Manual

This manual is designed to be a reference guide detailing the processes and procedures used in the management of the Government Fleet Card Program for Agencies / Organizations. The manual is divided into sections that can be extracted for distribution to users, billing offices, and transaction dispute officers. Also included are appendices with ready references containing important phone numbers, e-mail addresses, and specific procedures for electronic interface with **Voyager**. Listed below are the various sections of this manual and their intended use:

<u>Section</u>	<u>Use</u>
General Overview	Executive Summary
User Information	Desk Reference
A/OPC Program Information	Desk Reference
DBO Procedures	Designated Billing Office (DBO) Guide
Transaction Disputes	Transaction Dispute Office (TDO) Guide
Reporting	Reporting Procedures
Training	Training Planning
Appendices	Reference Data
Fleet Account Management System	User Manual
Glossary	Reference Data
Frequently Asked Questions	Reference Data
Forms (Manual)	Reference Data
Report Formats	Reference Data

The **Voyager** Universal Fleet Card Program was introduced in May of 1995 at the National Association of Fleet Administrators (NAFA) Conference in Orlando, Florida. **Voyager** issued its first card in September of 1995. Since that date, **Voyager** acceptance has grown to over 140,000 locations nationwide. That number will continue to grow based upon the number of additional Oil Company brands, both national and regional, that have signed and are planning to participate in **Voyager** acceptance.

Voyager's relationship with oil industry merchants is unique in the universal fleet card industry. **Voyager** will enter into a participation agreement with an oil company only if that supplier agrees to accept the card at every location carrying the Oil Company's brand, with full fleet data collection. In spite of these requirements, which are generally stricter than other competitors, **Voyager** has enjoyed phenomenal and heretofore unheard of growth in merchant acceptance and cooperation. That growth has been attributed to the recognition by the oil industry of (1) **Voyager's** familiarity with the workings and the intricacies of the petroleum marketing industry (due primarily to **Voyager's** inception in that industry), and (2) the generally recognized unique nature of the **Voyager** product as a source for drawing



significant additional fleet business to their locations (i.e., large fleets, not the small local businesses).

Year 2000 (Y2K) Compliance:

All of the software that makes up the **Voyager** system was developed from its inception in 1994 to be fully compliant with year 2000 requirements, as well as for leap years. In fact, **Voyager** has already issued cards that expire in 2000 and 2001, and there have been no problems in authorizing or processing those transactions. **Voyager** also requires, as part of the contract, that all oil companies which accept their card must be Y2K and leap year compliant in all areas of their system which directly or indirectly affect Voyager. Test cards with expiration dates before and after 2000 are used by the oil companies in certifying their point-of-sale updates. Every participant in the **Voyager** program has tested their equipment using the year 2000 test cards, and we receive transactions daily on cards that expire in the year 2000 and 2001.

Scope of the Fleet Card Program

Voyager currently offers a program that provides for:

- Acquisition of fuel and maintenance/repairs in an economical and effective manner.
- Cards that can be assigned to an individual piece of equipment or group of items.
- Cards that can be assigned to an individual person or organizational entity (customer unit).

Product Offering

U.S. Bank and **Voyager** offer the Government a Fleet Card Program with three types of cards, all issued from centrally billed accounts with Government liability.

Types of Cards

The **Voyager** Fleet Program includes three types of cards that can be issued from each centrally billed account. The number embossed on each card consists of the centrally billed account number followed by a sequential card number as each card is issued from the account. The sequential card number is tied to the type of card (Vehicle/ Driver/ Organization) in the **Voyager** database.

Vehicle Card

Typically used when more than one employee uses a vehicle or piece of equipment. The card stays with the vehicle or is issued with the keys and logbook.



Driver Card

Used by employees whose primary function is vehicle operation and for those who use a number of vehicles or pieces of equipment on a regular basis.

Agency / Organization Card

Voyager will issue cards, at the Government's request, to organizations for use without specific assignment to drivers or vehicles. These cards may be set to prompt at the pump for any of the three identification numbers discussed below.

Types of Identification Numbers

Three types of identification numbers are associated with the program that provide the A/OPC and fleet manager with the flexibility to capture necessary management information and control use.

Vehicle ID

Assigned when a vehicle is entered into the database. Information on type of fuel, tank capacity, license tag, VIN number, etc. can be entered for each vehicle authorized to use the account.

Driver ID

Assigned when a driver is entered into the database and authorized to use cards issued from the account.

Card PIN

Optionally assigned when each card is requested for issue. The PIN is associated with the card, not an individual employee. More than one driver can know the PIN for a particular card.

Variations of Card Stock

Standard Fleet Cards

Issued on GSA approved card stock using the account numbering structure for the Government Fleet Card Program. Includes up to three lines of Government specified embossing. Includes the **Voyager** logo on the front and the toll-free **Voyager** Client Services phone number printed on the back.

Quasi-generic Cards

Issued on **Voyager** card stock using the account numbering structure for the Government Fleet Card Program. Includes up to three lines of Government specified embossing, the **Voyager** logo on the front, and the toll-free **Voyager** Client Services phone number printed on the back.



Generic Cards

Voyager will issue cards, at the Government's request, on Voyager card stock with an account number range that is not unique to the Federal Government. These cards will be indistinguishable from non-government cards and will have the account name, account number, and expiration date embossed on the card.

Electronic Access

Three systems are provided to facilitate the management of the program. The **Voyager Fleet Account Management System** provides the authorized A/OPC and Fleet Manager with real-time access to program management and transaction data. **FleetCommander** provides a fleet specific reporting tool for analyzing transaction data. **C.A.R.E.** provides integration and cost re-allocation functionality.

Reporting

Voyager provides all required reports in a format that is useful and proven for fleet management, analysis and utilization. This information is provided electronically, but can be provided in other media if needed. Ad hoc reporting is available to users of **FleetCommander**. Customized reporting of special extracts of information may also be formatted in **FleetCommander**.

A/OPC and User/Cardholder Assistance

Voyager's Client Services Representatives provide toll-free access 7 days a week/ 24 hours a day to assist card users, merchants, A/OPCs, DBOs, and TDOs with day-to-day inquiries. Your **U.S. Bank** Relationship Manager and **Voyager** Account Representative are available for implementation, set-up, training and management assistance upon request.

Responsibilities

The purpose of this section is to provide you with information on the duties and responsibilities of the individuals and Agency / Organizational entities involved in the managing, directing, and controlling of the Government Fleet Card Program.

The Government Fleet Card Program has many participants, each with unique responsibilities. Therefore, the collective actions of the Agency/ Organization Fleet Manager, the A/OPC, contracting personnel, the GSA, and **Voyager**, will determine the effectiveness and efficiency of the Government Fleet Card Program. The Master Contract and Agency / Organization Task Orders all define the responsibilities of the many parties operating in this unique partnership. This guide addresses the general responsibilities of the following:



- **U.S. Bank Fleet Card Users**
- **Fleet Manager**
- **Agency / Organization Program Coordinator (A/OPC)**
- **Designated Billing Office (DBO)**
- **Transaction Dispute Office (TDO)**
- **Agency / Organization Contracting Office**
- **Voyager**
- **U.S. Bank**

U.S. Bank Fleet Card Users

Whether you are the user of a Vehicle Card, a Driver Card, or the user of an Organizational Card, you are responsible for using the card for the purchase of goods and services as specified in the GSA Master Contract and the Agency / Organization Task Order. It is the user's responsibility to understand their Agency / Organization's policies and procedures regarding the definition of authorized Fleet purchases and record keeping requirements.

Note: *The Voyager Card Use Instruction Guide is provided to assist the Fleet Card user.*

Fleet Manager

The Fleet Manager is typically the primary day-to-day manager of the Fleet Card Account and is responsible for ensuring that the accounts (and users) are managed appropriately. It is the Fleet Manager's responsibility to understand their Agency/ Organization's specific policies and procedures regarding the use of the Fleet Card. They must also ensure, as appropriate, the timely reconciliation and payment of all invoices in accordance with Agency/Organization procedures.

The Fleet Manager typically provides the A/OPC with information updates on drivers within their Agency/Organization who are authorized users of Fleet Cards and of all vehicles authorized to receive fuel and/or services purchased with the Fleet Cards.

The Fleet Manager (or A/OPC) will also notify **Voyager** no later than **60 days** prior to the expiration date of any cards issued which are not to be renewed and/or reissued.

A/OPC Responsibilities

The A/OPC generally serves as the focal point for answering questions, contract administration, coordination of the applications, issuance and destruction of cards, establishment and review of reports, administrative training and is the overall point of contact. The A/OPC is typically responsible for performing the day-to-day administration and maintenance of the Fleet Card accounts. Some of these duties may be delegated to a Fleet Manager in some Agencies/Organizations.



The responsibilities of an A/OPC include:

- Maintaining detailed knowledge and understanding of your Agency/Organization's policies and procedures regarding the Fleet Card Program, as well as communicating this information to your fleet card users, Fleet Managers and other responsible officials.
- Maintaining a complete list of accounts including information on locations, names of offices and Fleet Managers, telephone numbers, and points of contact (POC) for financial matters. A/OPCs shall verify the listings and provide **Voyager** with any changes which affect management, reporting, or billing using the agreed upon procedures specified by the GSA Master Contract and Agency/Organization Task Order.
- Specifying any preset authorization limits for Fleet Card accounts and individual cards.
- Activating any optional services available from core, customized, or value-added services.

Designated Billing Office (DBO)

The Designated Billing Office (DBO) generally serves as the focal point for receipt of official centrally billed invoices. This individual also serves as the liaison between the Agency/Organization, A/OPC and the centrally billed account. The DBO oversees the proper processing of invoices and ensures invoices are paid within the Prompt Payment Act timeframes.

The DBO is responsible for paying the centrally billed Fleet Card account invoice. Upon receipt of a proper invoice, the DBO will date stamp the official invoice (electronic or hard copy) and typically have the account reconciled by the Fleet Manager or A/OPC. The DBO pays the invoice less any disputed amounts under the terms of the GSA Master Contract and Agency/Organization Task Order.

The DBO tracks outstanding balances including the status of disputed transactions and overdue payments. A summary report is available from **Voyager** for the purpose of tracking these actions.

As listed in the Master Contract, responsibilities of the DBO include the following:

- Ensuring that changes to the DBO are provided to the A/OPC in a timely fashion;
- Reconciling invoices;
- Providing quarterly feedback to the A/OPC on contractor performance;
- Identifying billing discrepancies to the Transaction Dispute Office (TDO);



- Identifying and analyzing whether faster payment of official invoices, in order to take advantage of productivity refunds, are in the best interests of the Government, and if so, effectuate payment on the proper date;
- Ensuring that payment for items is made within the Prompt Payment Act timeframes;
- Ensuring that if payment exceeds Prompt Payment Act timeframes that the proper interest penalty is also provided;
- Analyzing and monitoring contractor reports on invoices, invoice status, payment performance, and delinquencies;
- As necessary, conduct site visits of **Voyager's** facility;
- Ensuring the Agency/Organization task order is adequately funded, if applicable;
- Participating in annual training conferences and disseminate to Agency/Organization basic information learned during conference proceedings;
- Ensuring that appropriate steps are taken to mitigate suspension or cancellation actions; and
- Process Agency/Organization refunds/rebates as designated by the Agency/Organization.

Transaction Dispute Office (TDO)

A TDO may be established to assist the Agency/Organization and **Voyager** in tracking and resolving disputed Fleet Card transactions.

The TDO generally serves as the focal point for resolving disputed transactions on centrally billed invoices. This individual also serves as the liaison between the DBO, A/OPC, Fleet Manager, and **Voyager**. The TDO oversees the proper processing of transaction disputes in accordance with Agency/Organization procedures and works closely with **Voyager** to resolve contested issues.

As listed in the Master Contract, responsibilities of the TDO include the following:

- Ensuring that changes to TDO are provided to the A/OPC in a timely fashion;
- Reporting disputed transactions to **Voyager** in a timely fashion;
- Tracking disputed transactions;
- Providing quarterly feedback to the A/OPC on **Voyager's** performance;
- Analyzing and monitoring reports on transaction disputes;
- As necessary, conduct site visits of **Voyager's** facility; and
- Participating in annual training conferences and disseminate to Agency/Organization basic information learned during conference proceedings.

Agency/Organization Contracting Office

The Agency/Organization Contracting Office (A/OCO) has the responsibility for issuing the Task Order against the General Services Administration (GSA) contract with **Voyager** for Fleet Card services. Administration of the Agency/Organization Task Order is typically the responsibility of the A/OCO and the Senior A/OPC (Agency/Organization Program



Manager.). All A/OPC questions regarding this Task Order should be directed to the Senior A/OPC or A/OCO, in accordance with Agency/Organization's policies and procedures.

Agencies/Organizations electing to utilize an existing Task Order of another Agency/Organization are responsible for the terms and conditions of that Task Order.

Voyager Responsibilities

Voyager will provide the Agency/Organization and its employees with dedicated and responsive customer service representatives 24 hours a day/ 7 days a week through the **Voyager** Client Services Center (CSC). This will enable Fleet Managers, users, A/OPCs, the DBO, and the TDO to obtain information and resolve problems associated with their Government Fleet Card Program.

Voyager will also provide electronic access and reporting through its Electronic Access Systems (i.e., **Voyager Fleet Account Management** and **FleetCommander**) as required by the GSA Master Contract, as well as the Agency/Organization Task Order. Electronic communication not only reduces turn-around time by significantly improving the speed with which information is transmitted, but also helps to improve the timeliness and accuracy of system updates by reducing the need to re-key information.

Voyager will use its Electronic Access Systems to provide each participating A/OPC office with an electronic method to obtain reports and submit day-to-day administrative activities. These reports will be provided upon request, in the format specified in the Agency/Organization's respective Task Order. For security reasons, these software packages will be password protected, and access will be limited to individuals authorized in writing by the A/OPC.

Voyager personnel will assist the Agency/Organization with establishing billing, reconciliation, and dispute processes that properly support the use of the Fleet Card Program.

Voyager meets all security requirements as specified in the Master Contract and Agency/Organization Task Orders. Internal security procedures will also be utilized for this contract, including those to properly protect databases and information processing system access. We will only release information concerning account numbers or names in accordance with the terms and conditions of the Master Contract.

Credit checks will not be used as part of the issuance procedures for Fleet Card Accounts, as well as for individual Fleet Cards issued.

For each driver issued a Fleet Card, Voyager will provide the following items:

- **U.S. Bank Fleet Card**



- **Driver Guide – Using Your Voyager Credit Card**

U.S. Bank Responsibilities

U.S. Bank will handle the relationship management between Voyager and the Agency/Organization. **U.S. Bank** will also manage the relationship between Voyager and the GSA regarding all contract matters. **U.S. Bank** will also provide the C.A.R.E. system for any agency requiring integration or cost re-allocation functionality.



User Information

Fleet Program Introduction

The purpose of this section is to provide the Fleet Card user with a general introduction to items of interest and specific procedures. The section includes a detailed overview of the program's features from a user prospective.

U.S. Bank Fleet Cards are issued from a centrally billed account that is typically managed by the A/OPC or Fleet Manager. The Fleet Card is used just like a credit card for fuel and maintenance services purchased at the merchant point-of-sale. Each card is issued with an embossed 15-digit card identifier that consists of a nine-digit account number followed by a sequential five-digit card number and a single security digit. The maximum number of cards that can be issued from a single account is 99,999. Card numbers are not reused for lost, stolen, or canceled cards. Cards may be assigned to drivers (Driver Card), vehicles (Vehicle Card), or an organizational entity (Organization Card). These three types of cards can be issued from a single account.

Card Identifier

Each card issued is embossed with a 15-digit number that includes the information as displayed in the example below:

8699X XXXX YYYYY Z

8699

Standard GSA prefix that identifies the card as a Government Fleet Card.
The first four digits of the account number

X XXXX

The remaining five digits of the account number

YYYYY

The sequential five-digit card number assigned by **Voyager** to each card issued from an account

Z

The check digit for security purposes

Identification Number

In addition to the number on the card, information on each driver and vehicle authorized to use the account for Fleet Card purchases is contained in the **Voyager** database and maintained by the A/OPC. As part of the data entry process, each driver is assigned a four-to-six-digit, numerical Driver Identification number (Driver ID), which can be manually selected by the A/OPC (or automatically assigned by **Voyager**). Likewise, each vehicle is assigned a four-to-six-digit, numerical Vehicle Identification number (or Vehicle ID), which can also be manually selected by the A/OPC (or automatically assigned by **Voyager**). The Vehicle ID should not be confused with the vehicle manufacturer VIN (Vehicle Identification Number). The Driver ID or Vehicle ID, but not both, can be required (prompted) for keypad entry at the point-of-sale.

Additionally, a four-to-six-digit numerical PIN may also be assigned to a specific card issued from an account. The card PIN is designated for a specific card (not a driver or vehicle). Please note that the card PIN only personally identifies an employee when used with the Driver Card; a card PIN used with a Vehicle or Organization Card could be used by more than one person.

These three Identification Numbers (Driver ID, Vehicle ID, and PIN) provide the Fleet Manager and A/OPC with a key tool to capture management information and monitor the use of the cards. The A/OPC may want to issue Vehicle Cards that require (prompt) the Driver ID at the merchant location to help keep track of which employee is using the vehicle and making purchases when a number of drivers use the vehicle. In other cases, the A/OPC may issue Driver Cards that require (prompt) the Vehicle ID when an employee uses more than one vehicle on a regular basis. The card PIN is generally used with Organization Cards and Driver Cards when security is a concern. In any case, the point-of-sale prompt at the merchant location is for only one of these ID numbers which is established by the A/OPC at account set-up and can only be changed by the A/OPC in account maintenance.

At the point-of-sale (or purchase), your cardholder can be required (prompted) to enter two items of information based on your Agency/Organization policy and instructions to **Voyager** at account set-up. This information includes:

- An Identification Number
 - Vehicle Cards are typically prompted for Driver ID or can be prompted for a PIN.
 - Driver Cards are prompted for a Vehicle ID if typically used for Agency/ Organization vehicles or a PIN if used for vehicles owned by others (rentals).
 - Organization Cards typically prompt for a Driver ID to aid in user identification, but can prompt for Vehicle ID or the PIN for that specific card.
- The Odometer reading in whole miles (no tenths) or kilometers, depending on the type odometer.

The Voyager program provides the widest variety of options for assigning, verifying, and reporting identification numbers. Since cards can be assigned to drivers, vehicles or organizations, this creates more options for identification numbers. Voyager will work with your A/OPC to ensure your account is properly established.



Types of Cards

Vehicle Cards

- All Agency/Organization vehicles are typically assigned a Fleet Card when the vehicle is used by one or more drivers.
- If the vehicle is assigned a Fleet Card:
 - The Vehicle ID can be embossed on the card at the request of the A/OPC.
 - The Identification Number prompted at the point-of-sale can be either the Driver ID or a unique PIN assigned for that card.
- Any driver can use the vehicle; however, depending on the ID number set-up, only drivers entered in the data base with a valid Driver ID or knowledge of the card PIN can use the card for fleet purchases.
 - If the card is prompting for a Driver ID, it is checked against the complete list of valid Driver IDs entered for the account.
 - If the card is prompting for a PIN, it is checked against the specific information set-up for that card.
- All vehicles can be set up in the database for reporting purposes, even if they are not assigned a Vehicle Card.

Driver Cards

- A Fleet Card is generally assigned to a driver when that driver uses one or more vehicles.
- If the driver is assigned a card:
 - The Driver ID can be embossed on the card.
 - The ID number prompted at the merchant point-of-sale can be the Vehicle ID or the unique PIN assigned for that card.
- Any driver can use any vehicle, depending on the ID number set-up; however, the card can only be used for vehicles entered in the database with a valid Vehicle ID or by a driver with knowledge of the card PIN.
 - If the card is prompting for a Vehicle ID, it is checked against the complete list of valid Vehicle IDs entered for the account.
 - If the card is prompting for a PIN, it is checked against the specific information set-up for that card.
- All drivers can be set up in the database for reporting purposes, even if they are not assigned a card.

Organization Cards

- A card may be assigned to an organizational entity for general use.
- If the organization is assigned a card:
 - The organization name can be embossed on the card.
 - The ID number prompted at the merchant point-of-sale can be the Driver ID, Vehicle ID, or the unique PIN for that card.

- Any driver can use any vehicle depending on the Identification Number set-up; however, the card can only be used by drivers entered in the data base with valid Driver IDs, for vehicles entered in the data base with valid Vehicle IDs, or by a driver with knowledge of the card PIN.
- If the ID number is prompting for a Driver ID, it is checked against the complete list of valid Driver IDs entered for that account.
- All drivers and vehicles can be set-up in the database for reporting purposes, even if they are not assigned a card.
- Driver ID or Vehicle ID numbers entered by the driver at the point-of-sale shall appear on a report for each and every invoice to allow verification and tracking by the A/OPC or Fleet Manager.

Card Issuance and Activation

All three types of Fleet Cards (Driver, Vehicle and Organization) are issued at the request of the Fleet Manager to the A/OPC. The A/OPC then makes the formal request for issuance using the **Fleet Account Management System** or submitting the information by phone, fax, or e-mail. The plastic card is sent in the mail directly from **Voyager** to the address indicated by the A/OPC. The Vehicle and Organization cards are received and controlled by the Fleet Manager (or A/OPC). Driver cards are typically received by the Fleet Manager (or A/OPC) and given to the employee. They can be mailed directly to the driver, if desired.

All cards issued by **Voyager** are active when mailed.

Address Codes

The **Voyager Fleet Account Management System** provides an Address ID code feature that allows you to enter multiple mailing addresses for card issuance on each account. You can then use these pre-entered addresses when requesting new or replacement Driver/ Vehicle/ Organization cards. This is particularly helpful for geographically dispersed fleets.

Point-of-Sale Procedures

The **Voyager Driver/Vehicle/Organization Card** may be used at participating retail locations. Some companies are not yet accepting the card electronically at all locations. These locations should accept the card manually until their electronic systems have been appropriately programmed. The driver can identify all participating brands using the **Voyager** driver guide – *Using Your Voyager Credit Card*, which should be in each vehicle that is assigned a vehicle card and provided to each employee assigned a Driver Card. Information regarding participating locations is also located on the web at www.VoyagerFleet.com.

The step-by-step procedure for using your **U.S. Bank Fleet Card** is as follows:



- If the gas station has card readers located at the pump, you may use your **U.S. Bank Fleet Card** at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
- Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside to the attendant and have them attempt to process the transaction electronically on the inside equipment. If the attendant questions the use of the card, show them your **Voyager** driver guide – *Using Your Voyager Credit Card*, and ask them to follow the instructions for their station's brand.
- If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
- If required, the terminal may prompt for an ID or PIN number. Enter your assigned number and press enter.
- If required, the terminal may prompt you to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of miles.
- All terminals are different and may require the information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
- If the card cannot be read on any of the merchant's equipment, notify **Voyager** at the toll-free number on your card. **Voyager** will notify the oil company of a problem at one of their locations. They often are not aware there is a problem.
- If the sale is processed manually, write your *ID number & ODOMETER* reading on the sales slip. If your card cannot be read electronically at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your Fleet Manager or **Voyager** to get a replacement card.
- If the attendant has any questions, provide them with the toll-free number on the back of the **U.S. Bank Fleet Card** for assistance in processing the transaction.
- If the merchant does not accept the card and the gas is already pumped, provide them with the toll-free number on the back of the **U.S. Bank Fleet Card**. **Voyager** Client Services will advise them how to handle the purchase.

Posting Transactions

Voyager posts all settled transactions received from vendors within two working days. Transactions received before the established cut-off time are posted to the accounts the same day they are received by **Voyager**. Transactions received after the established cut-off time

are posted the following day. Our cut-off time of **6:00 p.m.** CST is established to permit a majority of transactions to be posted to the accounts as quickly as possible.

Transaction Overrides

Voyager, by direction of the A/OPC, has the ability to override authorization requests for approval, or may decline requests, during normal authorization conditions. These requests will be handled by **Voyager Client Services** as specified during Agency/ Organization set-up. This will allow normally restricted requests to be approved by **Voyager**, if appropriate.

Receipt Retention

Each time a purchase is made using the Fleet Card, a merchant receipt should be retained as proof of purchase. The user should identify the specifics of the purchase on the merchant receipt. These documents should be retained in accordance with Agency/Organization policies and procedures and can be used to verify purchases shown on the monthly statement of charges.

User Assistance

Voyager Client Services Representatives are available 24 hours per day / 7 days a week to respond to card user's questions concerning use of the card at **888-785-1735**. The Merchant Service Representatives are also available to handle point-of-sale authorization issues 24 hours per day / 7 days per week at **800-987-6589**.

For merchants not on the Voyager network, call the Voyager Client Services Center at **888-785-1735**. Additional numbers will also be provided as required by the Agency/Organization being serviced.

The Help Desk for the **Voyager Account Management System** and **FleetCommander** Software is available from 7:00 a.m. to 7:00 p.m. (CST), Monday through Friday, for the first two months after implementation. After that period, the Help Desk is available 8:00 a.m. to 5:00 p.m. (CST), Monday through Friday.

Card Renewal

Ninety days prior to the expiration of each account (remember all cards issued from an account have the same expiration date), a report containing all of the information necessary to renew the account/cards is sent to the A/OPC. Cards used within the past 90 days shall automatically renew, unless directed otherwise. Cards not used within the past 90 days shall be automatically deleted, unless directed otherwise. Renewal cards will be sent approximately 30 days prior to the expiration date of the existing cards to the address specified in the database for each card.



Lost or Stolen Cards

Lost or stolen account numbers and cards must be immediately reported to **Voyager**. Our Client Services Center is staffed 24 hours a day/7 days a week to accept calls from users reporting lost or stolen cards.

Cards reported lost or stolen are immediately blocked from accepting additional charges. The user is responsible for maintaining the security of their Government Fleet Card. Should the card be lost or stolen, the user must immediately notify the **Voyager** Client Services Center.

Replacement Cards

For cards that have become damaged or need replacement, the A/OPC makes the request for replacement using the **Fleet Account Management System** or submitting the information by phone, fax, or e-mail to the Voyager Client Services Center. The replacement card is sent in the mail directly from **Voyager** to the address indicated by the A/OPC. The card being replaced can continue to be used until the replacement is received. Once replaced, the damaged card should be completely destroyed to prevent any possible misuse.

Emergency Card Issue

If new cards are needed as a result of an emergency or mobilization, **Voyager** will accept verbal instructions for emergency account set-up. The A/OPC must provide written validation of all verbal instructions to **Voyager's** Account Representative within three working days. To avoid duplication, these written instructions must be clearly marked as "Confirmation of Verbal Instructions". **Voyager** will process and ship cards within 24 hours. These cards can be overnighted to the address specified by the A/OPC. In this circumstance, cards will be received two business days from the time requested.

Termination of Accounts / Cancellation of Cards

The Government can terminate use of a particular account at any time by notifying **Voyager** in writing. A specific Driver/Vehicle/Organization Card can be canceled at anytime using the **Voyager Account Management System**. Cancelled cards should be destroyed by the A/OPC in accordance with Agency/ Organization procedures. PINS and ID numbers can be terminated by using the **Fleet Account Management System** or by submitting the information by phone, fax, or e-mail to the Voyager Client Services Center.

A/OPC Information

Introduction

The purpose of this Section is to provide the A/OPC with a general introduction to information of interest and specific procedures associated with the Government Fleet Card Program. A/OPCs should review the material in the proceeding section, *User Information*, in order to ensure complete familiarity with all program features and benefits.

Electronic Access – Overview

Voyager Account Management System

The **Voyager Account Management System** is an on-line, real-time connection to the Voyager system that allows the A/OPC to conduct all day-to-day program management functions. The A/OPC can request new cards, cancel lost cards, update addresses, change authorization limits, and add/change/delete vehicle and driver information as needed.

Additional details are included in the Account Maintenance Section and the Voyager Fleet Account Management System Access Manual (which is included as an appendix).

Voyager FleetCommander

Voyager FleetCommander is a Windows-compatible PC program that allows you to import Voyager data and view that data in all of the standard Voyager reports. It also provides query and graphics capabilities. The advantage of this program is that it is not limited to viewing a specific time frame. Users can choose any time frame and combination of organizations, drivers, or vehicles, literally customizing with the click of the mouse. Users can also examine purchasing patterns and prices, displaying these comparisons graphically.

FleetCommander is a Windows 95/NT application requiring an Intel Pentium based PC running at 166mhz or better; 32 megabytes of RAM; graphics resolution of 800x600; and 5 megabytes of disk space for the software. **FleetCommander** does not allow modification of the transaction or related data. Its intended use is for Fleet Managers to create custom reports and graphs and is not intended for invoice reconciliation.

Details concerning **FleetCommander** are included in the Reporting Section of this manual and in the Appendices.

U.S. Bank C.A.R.E. System

The **U.S. Bank C.A.R.E. System** is available to agencies requiring integration or cost re-allocation functionality.